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IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

Art Unit 2663
Examiner Huy D. Vu

In Re: Alec Miloslavsky
Case: P3253
Serial No.: 08/948,530
Filed: 10/9/97
Subject: Apparatus and Methods Enhancing Call Routing
To And Within Call-Centers

RECEIVED

FEB 26 2002

Technology Center 2600

To the Commissioner of Patent and Trademarks
Washington, D.C. 20231

Dear Sir:

Preliminary Amendment

In the claims:

All of the claims standing for examination herein are reproduced below.

6. (Twice Amended) An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to at least one agent workstation in an IPNT-capable call center, comprising:

an initial call-processing system in the Internet receiving IPNT calls from customers in the Internet, and including a Service Control Point (SCP) processor routing the incoming IPNT calls to selected agent addresses at the at least one call center;